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**1. OBJECTIVE**

Wherever practicable, workers should not be working alone. Where this is not an option, this procedure applies.

The objective of this procedure is to outline the requirements when a worker is to work alone to ensure PPA has processes in place to manage the risks of working alone due to remote or isolated work, and for workers to also be aware of their personal duties.

**2. SCOPE**

This procedure applies to:

- A person conducting a business or undertaking (PCBU), and all workers working for a PCBU, for or on behalf of PPA on a PPA site or PPA controlled works.
- A vendor’s worker may work under their own company’s working alone procedures if formally agreed. See Section 9.
- PPA tenants are required to meet the intent of this procedure, by putting systems in place to manage risks associated with working alone.

The Travel Procedure must be read in conjunction with this procedure for any remote driving.

**3. DEFINITIONS**

TERM	DEFINITION
Designated Contact Person	The designated person to be contacted for welfare checks by the worker who is working alone.
PPA Controlled Works	<p>Works that are under the control of PPA. Whether the worker is working under the control of PPA will need to be decided on a case by case basis. To give some guidance of works that would be considered as PPA controlled works are:</p> <ul style="list-style-type: none"> <li>• contractor travelling between PPA ports where that travel is part of the works required by PPA;</li> <li>• contractor working on a PPA owned residential property; and</li> <li>• transport driver moving product where the driver is under the supervision of PPA or a PPA contractor.</li> </ul> <p>Examples of works that are not under the control of PPA are:</p> <ul style="list-style-type: none"> <li>• truck driver delivering goods to PPA from a warehouse where the driver is not under the supervision of PPA or its contractor;</li> <li>• vendor travelling from their place of accommodation to a PPA site; and</li> <li>• worker doing activities not related to work (person going offsite for lunch, for an appointment, undertaking personal studies).</li> </ul>
PPA Site	Port land, seabed, and waters as gazetted under the Port Authorities Act 1999.
Working Alone	<p>When a person is working on their own, when they cannot be seen or heard by another person or cannot expect a visit from another worker or member of the public during their working day. For guidance, examples of activities that may be defined as working alone are:</p> <ul style="list-style-type: none"> <li>○ remote travel;</li> <li>○ working at the Port of Ashburton;</li> </ul>

TERM	DEFINITION
	<ul style="list-style-type: none"> <li>○ maintenance of PPA properties;</li> <li>○ inspections of the Bulk Liquids Berth (BLB);</li> <li>○ inspections of the out-load conveyor circuit at Utah Point during a night shift;</li> <li>○ inspections on berths 1, 2 and 3 during a night shift; and</li> <li>○ environmental monitoring.</li> </ul> <p>Note - Working from home falls into this definition if the person working from home is in isolation or cannot expect contact with another person via physical interaction or other means (phone, electronic communication etc.) of two-way communication during their working day.</p>

**4. RESPONSIBILITIES**

ROLE	RESPONSIBILITIES
Contract Owners and delegated Contract Coordinators	Ensure compliance with this procedure as per Vendor Management Procedure expectations for the engagement method selected.
Line Managers and Task Supervisors	Personnel under their control are aware of, understand and comply with the requirements of this procedure.
Workers	Comply with the requirements of this procedure.

**5. HAZARD AND RISK ASSESSMENT**

Working alone or remotely increases the risk of any job. It is important to identify hazards and risks early, as the controls required may take longer to implement for remote work.

When working alone, prior to the execution of any work, a risk assessment must be carried out in accordance with the Hazard Management Procedure.

The risk assessment must consider the following factors:

- how long the person might work alone for;
- the time of day when a person may be working alone;
- what communication tools are available;
- the location of the work and access to emergency services;
- the nature of the work (high risk activities, fatigue, exposure to hot / cold environments, interaction with fauna etc.);
- the worker’s skills and capabilities;
- pre-existing medical conditions the worker may have;
- the risk to mental health;
- worker dealing with an aggressive client / customer by themselves;
- support the worker may need for their tasks.

Refer to the Worksafe Code of Practice: Managing the work environment and facilities for further information.

The Model Code of Practice: Managing psychosocial hazards at work together with the Safe Work Australia website provide guidance on how to control mental health and workplace violence and aggression hazards.

## **6. WORKING ALONE - COMMUNICATION PLAN**

The risk assessment required under section 5 must consider whether a communication plan is required. When a communication plan is required, it shall be completed by the worker working alone, in consultation with a designated contact person. The designated contact person can be a fellow worker or a contracted security guard. Both the person working alone, and the designated contact person are required to have the details of the communication plan, on hand, for the duration of the working alone task.

The communication plan must include as a minimum:

- the communication system to be used (see section 6.1) and contact number/s;
- name of designated contact person and contact number;
- location where working alone work will be undertaken;
- type of work to be undertaken working alone;
- agreed timeframe/s when contact will be made (for example, regular intervals throughout the task, or on completion of task); and
- vehicle / vessel description and identification/registration number if applicable.

The person working alone must contact the designated contact person as detailed in the working alone communication plan. If contact is not received by the agreed time, the designated contact person must make all reasonable attempts to contact the person working alone. If there is still no contact, then the designated contact person shall escalate the concern to their line manager to assist in determining further action.

Options of further action may include attempting to contact the person again, conducting a search for the person or contacting emergency services for assistance.

### **6.1 Communication System**

The communication system used must be appropriate for the work task and location. Communication systems that may be considered include:

- mobile phone;
- two-way radio;
- satellite phone;
- duress alarm; and
- GPS tracker.

### **6.2 Working Remotely**

When a person is required to travel to locations that have intermittent or poor phone coverage, it is required that the person have a GPS tracker allocated to them for the duration of the trip. A group of people travelling together only require one GPS tracker. For PPA workers, loan GPS trackers are available from the Health and

Safety team. For clarity, travelling between the Ports of Dampier and Port Hedland does not require a GPS tracker.

## **7. COMMUNICATING AN EMERGENCY**

In any working alone scenario, the worker must have the means available to them to communicate effectively in an emergency.

## **8. WORKING FROM HOME**

The workplace health and safety legislation require the employing PCBU to provide adequate supervision. It is important to maintain contact with workers who are working from home. Clear and regular communication must be established between the line manager and worker and among team members to:

- set realistic and clear instructions on workload, roles and task allocation and timelines;
- check in with staff to ensure they can access the systems and technology required to do their job;
- monitor work levels to check that work can be successfully completed from home and adjust work tasks as necessary;
- provide advice and assistance as requested; and
- keep workers informed of organisational and work team activities, updates, training and opportunities.

Where a worker is working from home, then a process must be established to periodically confirm that the worker is safe and well.

## **9. VENDORS**

All Vendors are subject to the same conditions and expectations as PPA workers and must adhere to this Working Alone Procedure, unless otherwise stated and agreed upon during the commercial process.

## **10. RECORD KEEPING**

All records shall be managed in accordance with PPA Recordkeeping Plan and PPA Recordkeeping Policy.

## **11. REFERENCES**

Hazard Management Procedure

PPA Recordkeeping Plan

PPA Recordkeeping Policy

Safe Work Australia: Model Code of Practice: Managing psychosocial hazards at work

Travel Procedure

Vendor Management Procedure

Working Alone Communication Plan

Worksafe Code of Practice: Managing the work environment and facilities

**12. PROCESS OWNER**

The Director Health and Safety is responsible for this procedure.